

Bill To:  
State of Idaho  
\*\*\*\*

Send invoices to the address listed  
below or as indicated in the  
comments or instructions field  
Boise, ID 83720-0075



State of Idaho

THIS NUMBER MUST APPEAR  
ON ALL DOCUMENTS

Statewide Blanket Purchase Order

Statewide Blanket Purchase Order  
SBPO1297

DELIVER TO: State of Idaho Various Agencies  
Various State Agencies  
located throughout Idaho  
\*\*\*  
Address 2  
Various, ID 83701  
Mark.Little@adm.idaho.gov

Date: Sat Sep 27, 2008  
F.O.B: Destination  
Terms:

VENDOR: GBH Communications, Inc.  
172 South Academy Ave  
Suite 150  
Eagle, ID 83616  
Attn: Sales  
Vendor Nbr: 37074  
Emailed To: [acernac@gbh.com](mailto:acernac@gbh.com)  
Phone: 800 222-5424  
Fax: 208 377-9604  
Account Number: P00000031265

Start of Service Date Fri Sep 26, 2008  
End of Service Date: Sun Sep 25, 2011

Solicitation#: [RFQ06937](#)  
DOC#: PREQ15267

- File(s) Attached:
- ☐ GBH\_RESPONSE VTC PROJECT REQUIREMENTS V3 1A.doc
  - ☐ GBH\_VTC Endpoint Solutions\_LIFESIZE\_Pricing.xls
  - ☐ GBH\_VTC Endpoint Solutions\_POLYCOM\_Pricing.xls
  - ☐ VTC PROJECT REQUIREMENTS\_V3\_1A.doc

Buyer: [ANTHONY OPALKA](#) 208-332-1603

[Assign/Manage pCard](#)

Item No	Description	Quantity UOM	Unit Price	EXTENSION
000	BLANKET PURCHASE AGREEMENT ( line item particulars follow )	1 lot		640000.00
	Total:			640000.00
Blanket Comments:	<p>.....NOTICE OF STATEWIDE CONTRACT (SBPO) AWARD</p> <p>Contract for Video Conferencing Endpoint VTC Solutions, LifeSize and Polycom for the benefit of State of Idaho Agencies, institutions, and departments and eligible political subdivisions or public agencies as defined by Idaho Code, Section 67-2327. The Division of Purchasing or the requisitioning agency will issue individual releases (delivery or purchase orders) against this Contract on an as needed basis.</p> <p>Contract Title:..... Video Conferencing Endpoint VTC Solutions, Lifesize and Polycom Contract Usage Type:.....Mandatory Use Public Agency Clause: .....Yes Contract Administration:.... Anthony Opalka ---Phone Number:.....208-332-1609 ---E-Mail:.....anthony.opalka@adm.idaho.gov</p> <p>Contractor's Primary Contact ---Attn:.....Anthony Cernac ---Address:.....172 South Academy Ave Suite 150 ---City, State, Zip:.....Eagle ID 83616 Phone Number:.....800-222-5424 Facsimile:.....818-550-1120 E-Mail:.....acernac@gbh.com</p> <p>CONTRACTOR: Ship to the FOB DESTINATION point and BILL DIRECTLY to the ORDERING AGENCY. DO NOT MAIL INVOICES TO THE DIVISION OF PURCHASING. Notating the Contract Award Number on any invoices/statement will facilitate the efficient processing of payment.</p>			
Item No	Description	Quantity UOM	Unit Price	EXTENSION

001	Statewide Video Conferencing Endpoint VTC Solutions, Lifesize ( 840-56 )   ( nt )	1 LOT	320000.00	320000.00
002	Statewide Video Conferencing Endpoint VTC Solutions, Polycom ( 840-56 )   ( nt )	1 LOT	320000.00	320000.00
General Comments:	QUANTITIES: The State of Idaho, Division of Purchasing can only give approximations of quantities and will not be held responsible for figures given in this document.			
	Payment Address & Delivery Information:			
	Same as above			
	THIS CONTRACT, (including any files attached), CONSTITUTES THE STATE OF IDAHO’S ACCEPTANCE OF YOUR SIGNED BID, QUOTATION, OR OFFER (including any electronic bid submission), WHICH SUBMISSION IS INCORPORATED HEREIN BY REFERENCE AS THOUGH SET FORTH IN FULL.			
	In the event of any inconsistency, unless otherwise provided herein, such inconsistency shall be resolved by giving precedence in the following order:			
	<div>1. This Statewide Blanket Purchase Order document.</div> <div>2. The state of Idaho’s original solicitation document.</div> <div>3. The Contractor’s signed bid, quotation, or offer.</div>			
	INVOICES MUST BE SENT TO THE IDAHO ORDERING AGENCY.			
Instructions:				
Freight / Handling Included in Price				
		By: ANTHONY T. OPALKA		



Submitted to

Anthony Opalka  
State of Idaho, Division of Purchasing  
PO Box 83720  
Boise, Idaho 83720-0075

RE: **RFP02104**

September 26, 2008

Submitted by:  
Anthony Cernac  
Enterprise Sales Manager  
**GBH Communications**  
172 S. Academy Way  
Boise, ID 83616  
8  
[www.gbh.com](http://www.gbh.com)

## Company Overview

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### GBH Communications

For over 20 years, GBH Communications has helped businesses of every size and type meet their audio, video, and telecommunications needs. As a national provider of audio, video, and headset products and services, GBH has continually proven to be a key partner to its clients. At GBH, we take the confusion out of telecommunications technologies so you can focus on your business. From headsets to audio conferencing systems, to the latest in high-definition video conferencing solutions, GBH provides the expertise, experience, and support our clients need and expect.

Founded in 1986, GBH communications grew by successfully anticipating major trends in telecommunications technology and by being in the forefront of the industry with new products and up-to-the-minute technical expertise. GBH has rapidly developed into a major solutions provider, extending its reach nationwide, and continually adding product lines.

A strong commitment to the continuous training of our technical staff, and the careful evaluation of technical developments, has positioned GBH at the forefront of communications technology implementation and service. This dedication is a key to our success, and today, we count many Fortune 1000 companies among our client base.

GBH represents the best product lines in the industry, with major brands like Polycom, Plantronics, GN Netcom, Lifesize, and MCK topping the list of our manufacturers.

With a national sales force and sixteen branch offices coast-to-coast, in-house factory certified technicians, state-of-the-art refurbishment facilities and unmatched technical support, GBH is the full-service provider for all your remote communications needs.

### Solutions Offering

More than just a reseller, GBH Communications is a complete provider of conferencing solutions for companies that need to communicate more efficiently and effectively. Our ConferenceIP Solutions encompass all essential conferencing elements, including:

- VoIP
- Video conferencing
- Audio conferencing
- MCUs/gateways

- Communications endpoints
- Telephone Headsets — wired and wireless
- IP PBX
- Professional Services:
  - Network analysis and monitoring
  - Implementation
  - Project Management
- Pay-as-you-go conferencing Services
- Outsourced Managed Services
- Room Integration

## **ConferencelP**

ConferencelP is where GBH applies new, established communications technologies, particularly Internet Protocol, to collaborative communications techniques like video and audio conferencing. This method is cost effective and easy to use for companies of all sizes, even those without large budgets or dedicated IT personnel.

## **Benefits**

The benefits of migrating to a ConferencelP environment are extensive, and can include:

- Improvement of in-company collaboration
- Greater efficiency among working groups
- Shortening of the decision making process
- Reduction in travel costs
- Ease of use

In addition to these benefits, your company will soon find that having these technologies readily available will encourage your employees to communicate with their co-workers more frequently; providing improvements in collaboration, communication and efficiency. Technologies like video conferencing, audio conferencing and data communications are now cost effective, reliable and easy to use.

## **Technical Services**

As a full-service provider for all your remote communications needs, GBH offers in-house, factory certified technicians, state-of-the-art repair facilities and unmatched technical support. Continuous training of the in-house staff of engineers and factory certified technicians plus careful ongoing evaluation of technical developments and new technologies has established GBH as the national leader in communications technology implementation and service.

TechShield Services protect our customers' entire ConferenceIP solution, keeping their systems up and running with maximum efficiency and minimum downtime. Our TechShield certified technicians receive comprehensive ongoing, hands-on training on the latest ConferenceIP technologies and applications. Our dedication to continued training and service has helped GBH achieve a customer satisfaction rating of 92 percent, citing superior service and support.

GBH also maintains in-house responsibility for refurbishment of headsets to meet or exceed factory specifications, completing most orders within three to five business days.

## **Consultation**

As video conferencing has become more mainstream, organizations are now running voice and video over IP networks. In order for this to be successful, Telecom and IT departments need to be able to provide quality of service (QoS) throughout their entire network. When a client engages GBH services, we evaluate your requirements, then design and install the precise collaborative communications systems to suit your needs and budget. GBH Engineers can help determine which type of routers, switches, and gateways are best suited for each situation. Whether it's a nationwide network of video conferencing rooms, a web of MCUs and gateways, or a simple suite of wireless headsets, we can provide you with a complete solution from beginning to end.

## **Key Vendor Relationships**

Throughout the last 20 years GBH has developed many strategic audio and video communications manufacturer partnerships and alliances. Our commitment to excellence and superior customer service has consistently ranked us in the top 10% of all video conferencing resellers in the United States by all of our major vendors. The choice to distribute and support only world-class products from reputable manufacturers, like Tandberg, Polycom and LifeSize, with superior customer and factory support is the foundation of the GBH business model.

### **Section 5.2 Paragraph 2**

Provide a reference list of at least one (1) similar contract, within the continental United States for the services outlined in the RFP. Similar contract or contracts with other States are preferable. Regardless, any reference needs to be for similar services, of a similar size and with similar requirements. Include the date of start-up and the name and telephone number for each reference to be contacted. As part of the investigation of your company, State personnel will call, and may possibly make visits to the customers whose names you furnish.

GBH Communications, Inc. is an authorized partner for Tandberg, Polycom and LifeSize (among others). As an authorized partner, GBH carries all the products and services for the respective manufactures. GBH serves clients from small to medium organizations to major multi-national corporations. No matter what the size, we give each client the specialized care and service that we are committed to providing.

- Dept of Education- Gila County, Globe, Arizona , Jeff Bear or Kaycee Stratton - 928-402-8775. Installed 8 site distance learning stations throughout Gila County, AZ
- Arizona Dept of Transportation, Phoenix, Arizona - Maurice Moore - 602-712-8056. Installed multi-site conferencing endpoints for remote offices throughout the state of AZ
- The Boeing Company, Los Angeles, CA–Edna Lacinski - 714-896-3890. Installed Polycom MGC 100 Bridge, SE200, Readimanager Infrastructure items for multipoint audio and Video Conferencing
- Clark County School District, Henderson, NV - Bill Zawistowski - 702-799-3321. Installation of a Codian MCU and IPVCR
- Lockheed Martin, Sunnyvale CA - Eric Mejia - 408-756-2452. Installed Audio, Video and Control for conferencing solutions for multiple locations
- Mojave Desert AQMD, Lancaster CA - Chris Collins - 760 486-7802. Installation of video conferencing equipment for multiple remote offices in California
- University of Southern California - Mike Walker-213-740-6311. Installation of multiple video conferencing units
- Idaho Technical College - Jeremy Fregoso 208/524-3000, MCU, HD endpoints

### **Section 5.3 Paragraph 5**

Submit information regarding the training resources that would be committed to this contract for both system Administrators as well as end-users. Please include typical training materials that would be made available for systems Administrator's and end-users.

- On-site Training is available which would include detailed Administration and end-user training.
- On-site Administration and end-user Training is included with all Installation Services (on-site or remote)
- Unlimited remote (audio or video) Admin and end-user training is included with all maintenance contracts purchased
- Typical training materials include but may not be limited to the following: streamed on demand training, manuals, quick reference user guides, and quick reference admin guides
- 30-day Satisfaction Guarantee to include phone assistance with install, configuration, menu navigation, making and receiving calls
- Toll Free Help Desk with manufacturer certified engineers
- Project Management
- Pre-Sales and Post-Sales Engineers

### **Section 5.3 Paragraph 4**

Include the names of sales representatives, technical, training and relevant support staff or team that would be assigned to this contract. Qualification information for the sales representative, technical, training and support team must include name, phone number, and fax numbers, e-mail addresses, mailing addresses and years of experience and all relevant education and technical certifications.

### **Von Bedikian - President and CEO**

GBH Communications, Inc was founded in 1986 by Von Bedikian. As sole owner, Mr. Bedikian created GBH from the ground up, driven by his vision to provide the best products, technical know-how and service to his clients and customers. During the first decade of GBH, he not only managed all the facets of the company, but was hands-on in everything from accounting and marketing to sales and repair.

Mr. Bedikian was instrumental in developing the strategies needed for the company's growth which today has transformed GBH Distributing into GBH Communications, Inc. With his focus on the customer, Mr. Bedikian built a strong client base of nationally recognized Fortune 500 companies as well as leading government, defense, and educational institutions that remain customers today.



Previously, Mr. Bedikian was a Vice President of Sales for ACS Communications, a manufacturer of telecommunications equipment. Mr. Bedikian holds a Bachelor of Science Degree in Business Administration from San Jose State University. He is an active member of Vistage, an organization of CEO's that serve as an advisory panel to GBH. Mr. Bedikian is also actively involved in a number of local, national, and international charitable organizations and is a strong promoter of environmental green initiatives. 800/222-5424p [ybedikian@gbh.com](mailto:ybedikian@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

### **Tony Dilulio - Executive VP Sales**

Mr. Dilulio joined GBH Communications Inc. in October 2007, and brings over 20 years of senior sales, marketing and executive management experience on both the manufacturing and distributor sides of the business to GBH and DAS. Most recently Mr. Dilulio was with Belkin, Inc., a global leader in networking and connectivity solutions, where he served as Director of Sales. Prior to Belkin, Mr. Dilulio was Sr. Vice President and General Manager of GN Netcom, Inc., a global leader in headset and communications technologies. At GN Netcom, he had P & L responsibility and managed more than 200 employees. Mr. Dilulio's background also includes holding executive management, sales, marketing, and product development positions with a leading VoIP PBX manufacturer, Xiox Corporation/Summa Four. Tony started his career at Wang Laboratories with assignments of increasing responsibility and scope in the areas of operations, sales and marketing. He holds an MBA from New Hampshire College and a Bachelor of Science with high honors from Northeastern University. 800/222-5424p [tdilulio@gbh.com](mailto:tdilulio@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

### **Mr. William Haughton – VP Sales**

Mr. Haughton joins GBH with extensive experience in technology sales and sales management with leading global companies in the United States, Australia and across Asia Pacific. Most recently, he was VP Global Sales for One Touch Systems, Inc, the world's leading provider of distance learning solutions to the classroom, government and major Fortune 500 companies. Mr. Haughton's background also includes senior sales management positions at SpaceNet Inc, a leading provider of satellite based telecommunications services, and Hughes Network Systems in Australia and Asia Pacific. At Hughes, he was responsible for setting sales and marketing strategies for end-clients, resellers and telecommunications firms. He established strategic partnerships with Ericsson, Shell Oil, Telstra and Optus and earned recognition as member of the Hughes President's Club and Asia Pacific Salesman of the Year.

Mr. Haughton has a BS Degree in Electronic Engineering from the Royal Melbourne Institute of Technology.

800/222-5424p [whaughton@gbh.com](mailto:whaughton@gbh.com) 818/246-5850f PO Box 1110 Glendal CA 91209

### **Alan Randal - VP of Marketing**

Mr. Randal joined GBH Communications, in February 2007 bringing to the company more than 30 years of experience in marketing, sales management and business

development. Mr. Randal has developed innovative marketing programs for nationally recognized companies and brands including Paramount Films, Coca-Cola, NFL Films, Sport Illustrated, Timex, Zenith Electronics, Nestle, and Blue Cross/Blue Shield.

Prior to joining GBH, Mr. Randal was Director, Marketing and Sales for Wellpoint, Inc, a Fortune Top 50 healthcare company and was VP Marketing/Sales for Giam/Living Arts, a lifestyle media company recognized as one of Entrepreneur Magazine's fastest growing businesses in the US. Mr. Randal's experience also includes running his own international entertainment marketing company and working in the advertising industry in Chicago, Los Angeles, and New York. He holds a MBA in Marketing and a BA in International Studies from The Ohio State University.

800/222-5424p [arandal@gbh.com](mailto:arandal@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

### **Jim Kain – VP of Technical Services**

Bringing over 30 years of Sales and Marketing experience with him, Mr. Kain joined GBH communications, Inc. in 2004. For the last 20 years, he has held a variety of positions within the Telecommunications Industry, including the Director of Sale and Marketing for PTI Industries, Founder and CEO of Cornerstone, a distributor of communications equipment, and several executive sales positions with Hello Direct Inc., a direct marketer of desktop communications equipment.

Mr. Kain holds a BA from Marquette University and is currently an MBA candidate from Edinborough Business School.

800/222-5424p [jkain@gbh.com](mailto:jkain@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

### **Anthony Cernac – Enterprise Sales Manager – Primary Contact**

Mr. Cernac has provided conferencing solutions in Idaho with GBH Communications, Inc. out of the Boise Office for the past 10 years. Local clients include Micron, Albertsons/Supervalu, Hewlett Packard, Eastern Idaho Technical College and Idaho Power. Mr. Cernac holds current manufacturer certifications from Polycom and Tandberg as well as a BA from California State University at San Jose.

208/761-1416p [acernac@gbh.com](mailto:acernac@gbh.com) 818/550/1120f 172 S Academy Ste 150 Eagle ID 83616

### **Lucy Melkonian – Director of Operations**

Mrs. Melkonian has over 14 years of experience at GBH Communications. Since joining the company in 1993, she has held various positions including Customer Service Representative, Customer Service Manager, and Purchasing Manager. Currently, she holds the title of Director of Operations, responsible for a staff of 11 representatives. Her responsibilities include managing day to day inventory, warehouse operations, and Customer Service. Mrs. Melkonian holds a degree in Legal Assistance.

800/222-5424p [lmelkonian@gbh.com](mailto:lmelkonian@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

## **Anthony James – Director of Technical Sales Support**

Anthony James has 13 years of experience in the voice, data, and video communications industry in management, sales and technical operations. Mr. James heads up the GBH Technical Sales Support department as its Director. He has multidisciplinary knowledge in video and data networks, videoconferencing manufacturer products, A/V integration, sales engineering and project management. In the last 13 years he has held positions within the telecom industry including VP Business Development for Taurus Technologies, Territory Sales Manager for Visionality, Product Line Manufacturing Supervisor for Compaq Computer Corp, Network Integration Manager for Clover Technologies an Ameritech company, and Sales Engineer with W2Com. Previous to Mr. James' start in telecommunications he had a successful 7 year career in the United States Air Force as a Nuclear Weapons Specialist NCO. He is currently in the MBA program at the University of Phoenix at Las Colinas. Mr. James donates his personal time as a Junior Achievement mentor and the Texas Amateur Athletic Federation.

800/222-5424p [ajames@gbh.com](mailto:ajames@gbh.com) 818/246-5850f PO Box 1110 Glendale CA 91209

### **Section 5.3 paragraph 1**

Provide the State with typical ordering procedures for proposed services. In addition indicate if a WEB portal for ordering equipment can be made available for the State to order contract hardware and services. Provide in your response detailed information for any electronic, software or on-line WEB access tools your company may have for ordering, reporting trouble or to arrange for Administrator or end user training.

## **ORDERING PROCESS**

### **Objective:**

GBH Communications, Inc . proposes to provide conferencing products, services and accessories to State of Idaho.

### **Seller Representative:**

GBH has appointed Mr. Anthony Cernac as the primary Account Manager and single point of contact for State of Idaho throughout the engagement, and he will have the authority to make decisions on all matters relating to the performance of the Statement of Work. His backup support person is William Haughton, Vice President of Sales. Representatives from each office are available to assist and support the primary Account Manager with the State of Idaho account.

### **Catalog:**

GBH, working in partnership with State of Idaho will identify a list of Core conferencing products and accessories that will compose the State of Idaho extranet items. GBH will provide a Custom On-line catalog which includes all Supplies to be made available to State of Idaho. The Custom On-line catalog will delineate the price, description, unit of measure, and other relative specifics for all contract products and services. Updates to the Custom On-line catalog will be provided as required and approved by State of Idaho before publishing.

**Orders:**

GBH can receive Purchase Orders via email, fax or over the phone, with the consent of the client's authorized purchaser(s). In addition, we currently accept Visa, MasterCard and American Express credit cards as payment at the time of purchase. We also work with third party procurement systems (Ariba, Quadrem, etc.) that send product and service requisitions as well.

**Invoicing:**

Upon request, GBH will submit a single monthly consolidated invoice reflecting all charges for the specified period. All invoices contain the detailed information required by State of Idaho, including, but not limited to: description of items purchased or returned, order number, the department or location name and address of the requestor, and the cost center or Department to be charged or credited.

**Payment:**

Invoices will be payable by State of Idaho on a net 30 days basis. GBH shall have the ability to accept a corporate procurement card as a form of payment.

**Confirmation:**

An automatic order confirmation will be sent once the order is entered into our system. The confirmation will include a copy of the sales order.

**Delivery:**

GBH will ship all headset orders via UPS Ground, 3-days in transit to any location in Idaho. Shipping charges based upon weight and zone may apply for Second day and Next day services. To guarantee same day shipment of an order, the order must be placed by 12:00pm Mountain Standard Time.

**Returns:**

GBH will accept Out of Box Failures for full credit within 30 days of purchase. Defective units identified after 30 days of purchase, will be supported through our Help Desk.

**Communications:**

GBH will provide as requested by State of Idaho, communications including newsletters, product brochures, manuals, etc. for internal distribution to State of Idaho associates.

**Product Discontinuance:**

GBH will notify State of Idaho of any discontinued products within 30 days of notification from manufacturers of any discontinued items.

## Reports:

GBH may provide reports upon request for all headset activities including the following:

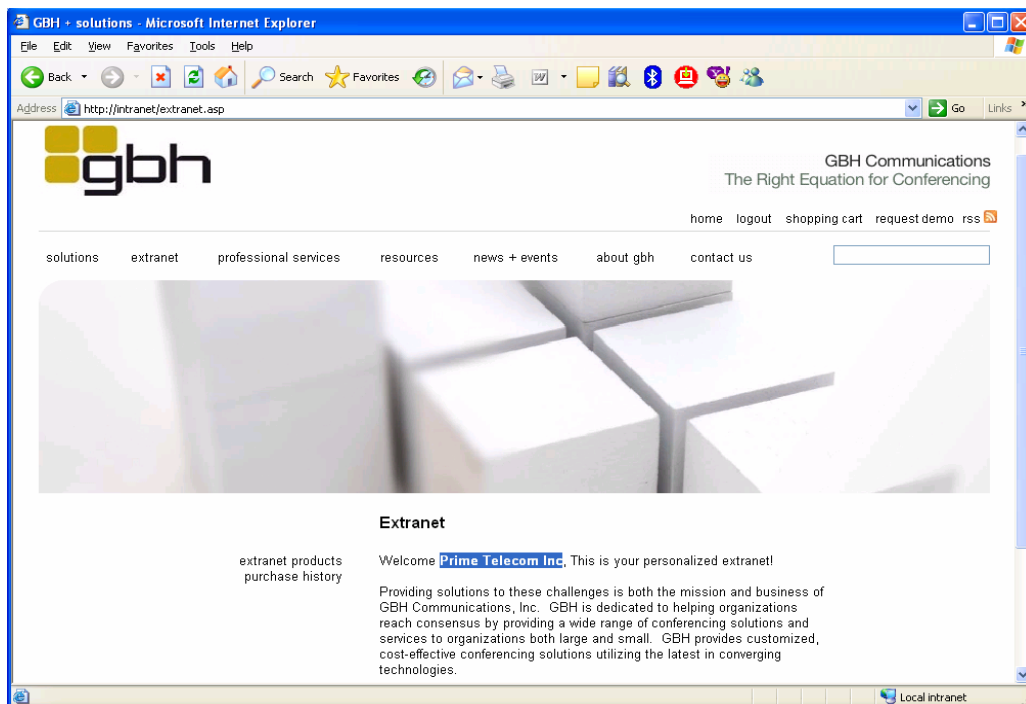
- Current Month information
- Year-to-date statistics
- Number of Orders
- Number of Direct Orders
- Number of lines
- Usage reports
- Spend by State of Idaho enterprise

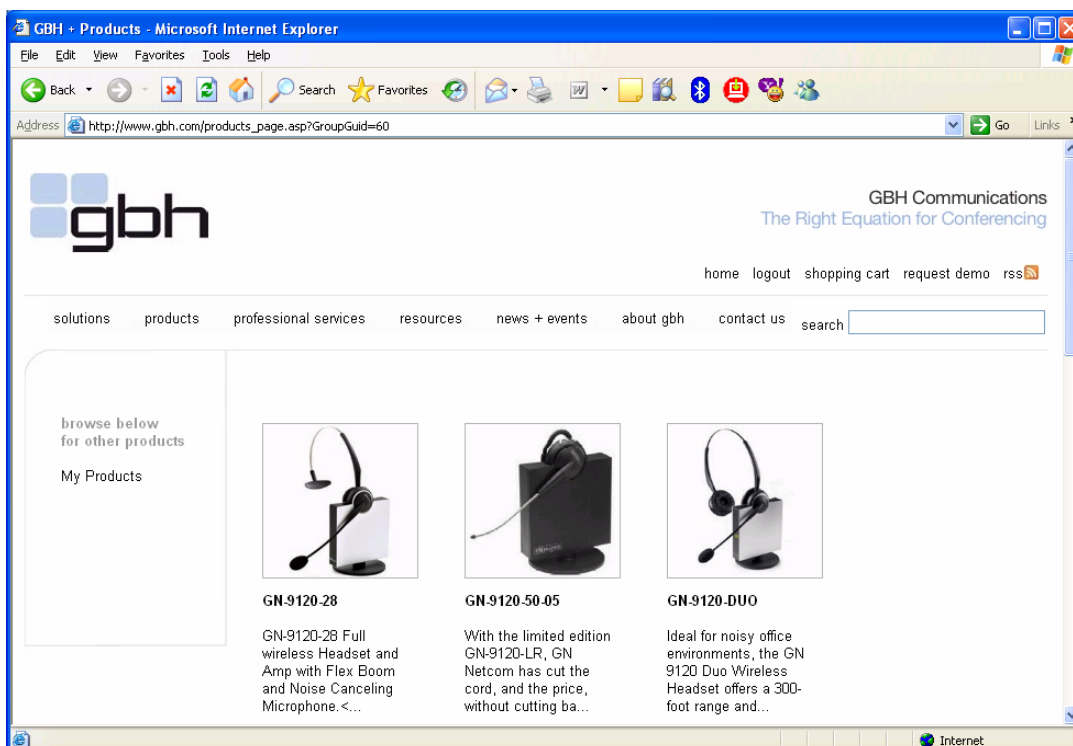
## WEB CATALOGUE SUPPORT

### 1. Customized Extranets to facilitate ordering and have user-friendly reporting features

GBH will provide a user-friendly extranet website that is customized specifically for the State of Idaho. GBH provides this convenience to our clients who are looking for ease of ordering for throughout the organization while streamline purchasing and maintaining continuity.

These extranets sites are customizable to each unique application and look like the example below.





Once the organizationally-approved products are determined, only those items appear in the extranet catalog. A focused product portfolio reduces order errors, limits returns and exchanges, thereby reducing down-time and increasing efficiency.

The extranet sites use a unique user ID and password. This provides management with the ability to track purchases by user, department, etc, and run usage reports to help budget and analyze departmental spend and usage rates. For clients, the extranets allow historical tracking of past purchases as well as shipment tracking by an embedded UPS tracking link. This capability provides for easy, real time status of orders once they leave the GBH warehouse, and confirmation of delivery.

## 2. Extranet Banners

The extranet site is customized based on the organizations approved products and services. GBH believes in updating our clients on new technologies, future end-of-life products, and upcoming manufacturer changes that may impact the organization.

GBH maintains a webmaster on staff to manage the extranet sites as often as necessary. If deemed advantageous to the State of Idaho, GBH will place banners on the State of Idaho homepage to keep users informed of manufacturer promotions, software releases and other product specific enhancements and opportunities.

### 3. Reporting Trouble

On-line trouble reporting and training will be future enhancements that we will be making at GBH to ensure that you receive the best service possible to minimize downtime.

#### **Section 5.3 paragraph 2**

Proposers must submit typical order schedules for turn-around time for equipment delivery.

GBH utilize all of UPS delivery services. The order must be placed before 12:00 MST in order to ship out the day it was ordered. Day definite UPS delivery time in transit to a location in Idaho is three (3) business days.

#### **Section 5.2 Paragraph 1**

The State may investigate, as it deems necessary, Proposers financial or technical ability to perform the services specified in this RFP. The State reserves the right to reject any proposals that fail to satisfy the State of each proposer's ability to carry out the obligations of the Contract. Proposers should include in their response their Company history and the length and nature of their relationship with the manufacturer's whose product or products they are bidding.

Financial information is attached in Exhibit A and B.

#### **Section 5.3 Paragraph 3**

Proposers must describe what contracted maintenance would include such as but not limited to: trouble ticket response time, software upgrades, diagnostic tools and replacement parts.

Contracted maintenance included in Exhibit C.

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maintenance	Maintenance (Multi-Year)	Installation & Training
<b>LIFESIZE HD CONFERENCE ROOM SOLUTIONS</b>								
<b><u>HD Camera's/Codecs</u></b>								
LIF-BDL-1101	LifeSize High Definition Room, Lrg Conference Room	\$11,999	\$2,399.80	\$9,599.20	no	\$418.95	\$2,567.85	\$1,705.25
LIF-BDL-1102	LifeSize High Definition Team MP, Med Conference Room	\$7,999	\$1,599.80	\$6,399.20	no	\$386.65	\$2,177.40	\$1,705.25
LIF-BDL-1106	LifeSize High Definition Express, Small Conference Room	\$5,999.00	\$1,199.80	\$4,799.20	no	\$385.70	\$1,649.20	\$1,420.25
LIF-0000-1112	Lifesize Telepresence Conference room	\$39,999.00	\$7,999.80	\$31,999.20	no	\$3,199.00	\$7,137.00	\$10,000.00
<b><u>SD Camera's/Codecs</u></b>								
<b>**Lifesize HD only **</b>								
<b><u>Portable and Fixed Display Units</u></b>								
VMPU-7000S	Avteq Wall Mount for dual flat panel monitor 32"-65"	\$690	\$241.50	\$448.50	no	n/a	n/a	n/a
VMPU-7000L	Avteq Wall Mount for single flat panel monitor 32"-65"	\$875	\$306.25	\$568.75	no	n/a	n/a	n/a
VFI-C2736	VFI 30" tall video cart	\$1,059	\$370.65	\$688.35	no	n/a	n/a	n/a
VFI-PMS	VFI Single brackt flat panel mount for VFI cart	\$999	\$349.65	\$649.35	no	n/a	n/a	n/a
VFI-PMD	VFI Dual bracket flat panel mount for VFI cart	\$1,199	\$419.65	\$779.35	no	n/a	n/a	n/a
<b><u>Microphones</u></b>								
REV-01-8FUSION-62	Fusion, 8 system w/ 6 omni and 2 wearable mics	\$6,995.00	\$2,448.25	\$4,546.75				
<b><u>Document Cameras</u></b>								
SAM-SDP-850DX	Digital Presenter Document Camera	\$1,200.00	\$0.00	\$12.00				
<b><u>Desktop Solutions (Cameras and Software)</u></b>								
LIF-BDL-1111	LifeSize High Definition Express Focus, Small Conference Room	\$4,999.00	\$999.80	\$3,999.20	no	\$385.70	\$1,649.20	\$1,420.25
<b><u>Overhead Projectors and Screen Displays</u></b>								
NP60	NEC DLP PROJECTOR 3000 LU XGA	\$1,799.00	\$209.67	\$1,589.33	no	n/a	n/a	n/a
NP4001	NEC DLP PROJECTOR 4500 LU WXGA 1280X768	\$6,999.00	\$1,871.00	\$5,128	no	n/a	n/a	n/a
320PX-BLACK	32" flat panel monitor	\$1,149.00	\$0.00	\$1,149.00	no	n/a	n/a	n/a
PPM42M7HB	42" flat panel monitor	\$1,819.00	\$0.00	\$1,819.00	no	n/a	n/a	n/a
PPM50M7HB	50" flat panel monitor	\$2,499.00	\$0.00	\$2,499.00	no	n/a	n/a	n/a
	<b>PERIPHERALS</b>							



Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maintenance	Maintenance (Multi-Year)	Installation & Training
<b><u>Audio, Video, Network and Camera Cables</u></b>								
LIF-0000-0162	LifeSize Camera Cable 50 ft, (15 m)	\$499.00	\$0.00	\$499.00				
<b><u>Audio, Video, Network and Camera Power Supplies</u></b>								
LIF-0000-0107	LifeSize HD Video Camera	\$2,999.00	\$406.36	\$2,592.64	no	n/a	n/a	n/a
<b><u>Overhead Projector Replacement Parts (bulbs etc)</u></b>								
NEC-VT77LP	NEC Replacement lamps	\$495.00	\$0.00	\$495.00	no	n/a	n/a	n/a
<b><u>Remote Controls</u></b>								
LIF-0000-0131	Lifesize Remote Control	\$89.00	\$17.80	\$71.20	no	n/a	n/a	n/a

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
<b>POLYCOM CONFERENCE ROOM SOLUTIONS</b>								
<b>HD Camera's/Codecs</b>								
7200-23340-001	HDX 9001 XL package includes English remote, 2-HDX Microphone arrays, content sharing, PPCIP, Eagle Eye camera, 2M LR, CTRY code 54 NTSC	\$19,999	\$6,999.65	\$12,999.35	no	\$1,495	\$3,510	\$1,705.25
7200-23350-001	HDX 9002 XL HD package includes English remote, 2-HDX Microphone arrays, content sharing, PPCIP, Eagle Eye camera, 2M LR, CTRY code 54 NTSC	\$21,999	\$7,699.65	\$14,299.35	no	\$1,495	\$3,510	\$1,705.25
7200-23470-001	HDX 9002 XLP HD package includes English remote, 2-HDX Microphone arrays, content sharing, PPCIP, Eagle Eye camera, 4M LR, 4W MP, People On Content, CTRY code 54 NTSC	\$29,999	\$10,499.65	\$19,499.35	no	\$1,495	\$3,510	\$1,705.25
7200-25770-001	HDX 8004 XLP: Incl HD codec, Eagle Eye HD camera, HDX mic array, 4M LR, P+C, PoC, MP, English remote. Cables: 2 sets of component video (DVI-to-RCA), audio (RCA-to-RCA), HDCI breakout (HDCI-to-BNC), LAN, RJ11, NA pwr. Cntry code 54. NTSC	\$18,499	\$6,474.65	\$12,024.35	no	\$1,040	\$2,423.00	\$1,705.25
7200-26030-001	HDX 8004 XL: Incl HD codec, Eagle Eye HD camera, HDX mic array, 4M LR, P+C, PoC, English remote. Cables: 2 sets of component video (DVI-to-RCA), audio (RCA-to-RCA), HDCI breakout (HDCI-to-BNC), LAN, RJ11, NA pwr. Cntry code 54. NTSC	\$15,999	\$5,599.65	\$10,399.35	no	\$1,040	\$2,423.00	\$1,705.25
7200-26110-001	HDX 8004: Incl HD codec, Eagle Eye HD camera, HDX mic array, 4M LR, English remote. Cables: 2 sets of component video (DVI-to-RCA), audio (RCA-to-RCA), HDCI breakout (HDCI-to-BNC), LAN, RJ11, NA pwr. Cntry code 54. NTSC	\$13,999	\$4,899.65	\$9,099.35	no	\$1,040	\$2,423.00	\$1,705.25
7200-26480-001	HDX 8002: Incl HD codec, Eagle Eye HD camera, HDX mic array, English remote. Cables: component video (DVI-to-RCA), audio (RCA-to-RCA), LAN, RJ11, NA pwr. Cntry code 54. NTSC	\$10,999	\$3,849.65	\$7,149.35	no	\$1,040	\$2,423.00	\$1,705.25
7200-27300-001	HDX 8002 XL: Incl HD codec, Eagle Eye HD camera, HDX mic array, P+C, PoC, English remote. Cables: component video (DVI-to-RCA), audio (RCA-to-RCA), LAN, RJ11, NA pwr. Cntry code 54. NTSC.	\$12,999	\$4,549.65	\$8,449.35	no	\$1,040	\$2,423.00	\$1,705.25
7200-27600-001	HDX 7002: Incl HD codec, Eagle Eye HD camera, HDX mic array, Eng rmt. Cables: component video (DVI-RCA), audio (RCA-RCA), LAN, NA pwr. Cntry code 54. NTSC	\$9,499	\$3,324.65	\$6,174.35	no	\$1,040	\$2,423.00	\$1,402.25
7200-27630-001	HDX 7002XL: Incl HD codec, Eagle Eye HD camera, HDX mic array, P+C, PPCIP, 2nd monitor option, Eng rmt. Cables: 2 component video (DVI-RCA), audio (RCA-RCA), LAN, NA pwr. Cntry code 54. NTSC	\$11,499	\$4,024.65	\$7,474.35	no	\$1,040	\$2,423.00	\$1,402.25
7200-27660-001	HDX 7002XLP: Incl HD codec, Eagle Eye HD camera, HDX mic array, 4M LR, P+C, PPCIP, 2nd monitor option, SD MP, Eng rmt. Cables: 2 component video (DVI-RCA), audio (RCA-RCA), LAN, NA pwr. Cntry code 54. NTSC	\$13,999	\$4,899.65	\$9,099.35	no	\$1,040	\$2,423.00	\$1,402.25
<b>SD Camera's/Codecs</b>								
7200-21962-001	VSX 8400 Presenter: Incl VSX 8000, PowerCam camera, 2 microphone arrays, ImageShare II, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$13,999	\$4,899.65	\$9,099.35	no	\$2,000	\$1,900	
7200-21963-001	VSX 8400 Presenter VTX: Incl VSX 8000, PowerCam camera, SoundStation VTX 1000, 2 ext mics, ImageShare II, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$14,299	\$5,004.65	\$9,294.35	no	\$2,000	\$1,900	
7200-22740-001	VSX 8400 Presenter Voice Tracker: Incl VSX 8000, PowerCam Plus, 2 microphone arrays, ImageShare II, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$14,999	\$5,249.65	\$9,749.35	no	\$2,000	\$1,900	
7200-22750-001	VSX 8800 Presenter MP: Incl VSX 8000, PowerCam Plus, 2 microphone arrays, ImageShare II, People+Content IP, 6-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$17,999	\$6,299.65	\$11,699.35	no	\$2,000	\$1,900	
7200-22760-001	VSX 8400 Presenter Voice Tracker VTX: Incl VSX 8000, PowerCam Plus, SoundStation VTX 1000, 2 ext mics, ImageShare II, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$15,499	\$5,424.65	\$10,074.35	no	\$2,000	\$1,900	
7200-22770-001	VSX 8800 Presenter MP VTX: Incl VSX 8000, PowerCam Plus, SoundStation VTX 1000, 2 ext mics, ImageShare II, People+Content IP, 6-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$18,549	\$6,492.15	\$12,056.85	no	\$2,000	\$1,900	

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
7200-22540-001	VSX 7000e: Incl VSX 7000e, PowerCam camera, 1 microphone array, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$8,999	\$3,149.65	\$5,849.35	no	\$2,000	\$1,900	
7200-22560-001	VSX 7800e Presenter MP: Incl VSX 7000e, PowerCam camera, 1 microphone array, ImageShare II, VGA encoder key, People+Content IP, 4-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$13,997	\$4,898.95	\$9,098.05	no	\$2,000	\$1,900	
7200-22570-001	VSX 7000e VTX: Incl VSX 7000e, PowerCam camera, SoundStation VTX 1000, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$9,499	\$3,324.65	\$6,174.35	no	\$2,000	\$1,900	
7200-22710-001	VSX 7800e Presenter MP VTX: Incl VSX 7000e, PowerCam camera, SoundStation VTX 1000, ImageShare II, VGA encoder key, People+Content IP, 4-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$14,497	\$5,073.95	\$9,423.05	no	\$2,000	\$1,900	
7200-22720-001	VSX 7400e Presenter VTX: Incl VSX 7000e, PowerCam camera, SoundStation VTX 1000, ImageShare II, VGA encoder key, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$11,498	\$4,024.30	\$7,473.70	no	\$2,000	\$1,900	
7200-22730-001	VSX 7400e Presenter: Incl VSX 7000e, PowerCam camera, 1 microphone array, ImageShare II, VGA encoder key, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$10,998	\$3,849.30	\$7,148.70	no	\$2,000	\$1,900	
2200-22650-001	VSX 7000s: Incl VSX 7000s, 1 microphone array, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$6,999	\$2,449.65	\$4,549.35	no	\$2,000	\$1,900	
7200-22640-001	VSX 7400s Presenter: Incl VSX 7000s, 1 microphone array, Visual Concert VSX, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$8,998	\$3,149.30	\$5,848.70	no	\$2,000	\$1,900	
7200-22675-001	VSX 7000s VTX: Incl VSX 7000s, SoundStation VTX 1000, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$7,499	\$2,624.65	\$4,874.35	no	\$2,000	\$1,900	
7200-22685-001	VSX 7800s Presenter MP: Incl VSX 7000s, 1 microphone array, Visual Concert VSX, People+Content IP, 4-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$11,997	\$4,198.95	\$7,798.05	no	\$2,000	\$1,900	
7200-22690-001	VSX 7400s Presenter VTX: Incl VSX 7000s, SoundStation VTX 1000, Visual Concert VSX, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$9,498	\$3,324.30	\$6,173.70	no	\$2,000	\$1,900	
7200-22700-001	VSX 7800s Presenter MP VTX: Incl VSX 7000s, SoundStation VTX 1000, Visual Concert VSX, People+Content IP, 4-way MPPlus, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$12,497	\$4,373.95	\$8,123.05	no	\$2,000	\$1,900	
2200-22550-001	VSX 5000: Incl VSX 5000, 1 microphone array, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$3,999	\$1,399.65	\$2,599.35	no	\$2,000	\$1,900	
7200-22780-001	VSX 5400 Presenter: Incl VSX 5000, 1 microphone array, Visual Concert VSX, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$5,998	\$2,099.30	\$3,898.70	no	\$2,000	\$1,900	
7200-22790-001	VSX 5000 VTX: Incl VSX 5000, SoundStation VTX 1000, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$4,499	\$1,574.65	\$2,924.35	no	\$2,000	\$1,900	
7200-22795-001	VSX 5400 Presenter VTX: Incl VSX 5000, SoundStation VTX 1000, Visual Concert VSX, People+Content IP, English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$6,498	\$2,274.30	\$4,223.70	no	\$2,000	\$1,900	

**Portable and Fixed Display Units**

7200-23560-001	Polycom HDX Executive Collection, HDX 9004 IP, dual 50 in. plasma displays, floor stand, Eagle Eye camera, 2-HDX micr arrays, content sharing, PPCIP, 6M LR, 8W MP, People On Content, 240w sound sys, Eng Remote, CNTY code 54, NTSC. (NA only)	\$49,999	\$17,499.65	\$32,499.35	no			
7200-23580-001	Polycom HDX Executive Collection, HDX 9002 IP, dual 50 in. plasma displays, floor stand, Eagle Eye camera, 2-HDX mic arrays, content sharing, PPCIP, 4M LR, 4W MP, People On Content, 240w sound sys, Eng Remote, CNTY code 54, NTSC. (NA only)	\$45,999	\$16,099.65	\$29,899.35	no			

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
7200-23590-001	Polycorn HDX Executive Collection, HDX 9002 IP, single 50 in. plasma displays, floor stand, Eagle Eye camera, 2-HDX mic arrays, content sharing, PPCIP, 4M LR, 4W MP, People On Content, 240w sound sys, Eng Remote, CNTY code 54, NTSC. (NA only)	\$34,999	\$12,249.65	\$22,749.35	no			
7200-26540-001	HDX Media Center 8004XL 2PT. HDX 8004XL (see 7200-26030-001), HDX Media center Pedestal with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Table top mic array, cable bundle, order casters separately, cntry=054	\$34,800	\$12,180.00	\$22,620.00	no			
7200-26600-001	HDX Media Center 8004XL 2PC. HDX 8004XL (see 7200-26030-001, less mic), HDX Media center Pedestal with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, order casters separately, cntry=054	\$35,600	\$12,460.00	\$23,140.00	no			
7200-26670-001	HDX Media Center 8004XLP 2PT. HDX 8004XLP (see 7200-25770-001), HDX Media center Pedestal with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Table top mic array, cable bundle, order casters separately, cntry=054	\$37,200	\$13,020.00	\$24,180.00	no			
7200-26680-001	HDX Media Center 8004XLP 2PC. HDX 8004XLP (see 7200-25770-001, less mic), HDX Media center Pedestal with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, order casters separately, cntry=054	\$38,000	\$13,300.00	\$24,700.00	no			
7200-27000-001	HDX Media Center 8002XL 1PT. HDX 8002XL (see 7200-27300-001), HDX Media center Pedestal with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Table top mic array, cable bundle, order casters separately, cntry=054	\$27,000	\$9,450.00	\$17,550.00	no			
7200-27030-001	HDX Media Center 8002XL 1PC. HDX 8002XL (see 7200-27300-001, less mic), HDX Media center Pedestal with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, order casters separately, cntry=054	\$27,800	\$9,730.00	\$18,070.00	no			
7200-27070-001	HDX Media Center 8004XLP 1PC. HDX 8004XLP (see 7200-25770-001, less mic), HDX Media center Pedestal with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, order casters separately, cntry=054	\$33,300	\$11,655.00	\$21,645.00	no			
7200-27080-001	HDX Media Center 8004XL 2WT. HDX 8004XL (see 7200-26030-001), HDX Media center 2 Wall mounts with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Table top mic array, cable bundle, cntry=054	\$32,800	\$11,480.00	\$21,320.00	no			
7200-27100-001	HDX Media Center 8004XL 2WC. HDX 8004XL (see 7200-26030-001, less mic), HDX Media center 2 Wall mounts with 2-42" 720p LCD displays, 2 soundbars, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, cntry=054	\$33,600	\$11,760.00	\$21,840.00	no			
7200-27110-001	HDX Media Center 8004XLP 2WT. HDX 8004XLP (see 7200-25770-001), HDX Media center 2 Wall mounts with 2-42" 720p LCD display, 2 soundbars, EagleEye HD camera mount, HDX Table top mic array, cable bundle, cntry=054	\$35,200	\$12,320.00	\$22,880.00	no			
7200-27140-001	HDX Media Center 8004XLP 2WC. HDX 8004XLP (see 7200-25770-001, less mic), HDX Media center 2 Wall mounts with 2-42" 720p LCD display, 2 soundbars, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, cntry=054	\$36,000	\$12,600.00	\$23,400.00	no			
7200-27170-001	HDX Media Center 8002XL 1WT. HDX 8002XL (see 7200-27300-001), HDX Media center 1 Wall mount with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Table top mic array, cable bundle, cntry=054	\$23,000	\$8,050.00	\$14,950.00	no			
7200-27190-001	HDX Media Center 8002XL 1WC. HDX 8002XL (see 7200-27300-001, less mic), HDX Media center 1 Wall with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, cntry=054	\$23,800	\$8,330.00	\$15,470.00	no			
7200-27200-001	HDX Media Center 8004XLP 1WT. HDX 8004XLP (see 7200-25770-001), HDX Media center 1 Wall mount with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Table top mic array, cable bundle, cntry=054	\$28,500	\$9,975.00	\$18,525.00	no			
7200-27240-001	HDX Media Center 8004XLP 1WC. HDX 8004XLP (see 7200-25770-001, less mic), HDX Media center 1 Wall mount with 1-42" 720p LCD display, 1 soundbar, EagleEye HD camera mount, HDX Ceiling mic array wht, cable bundle, cntry=054	\$29,300	\$10,255.00	\$19,045.00	no			
7200-22818-001	VSX 8400 Presenter Voice Tracker w/Media Center and 2 32-inch LCDs w/speakers. VSX 8400 as in 7200-22740-001, Media Center/LCDs as in 2215-22634-001. Cart speakers not incl. English remote. Order netwk modules sep COUNTRY CODE 54, NTSC	\$24,798	\$8,679.30	\$16,118.70	no			

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
7200-22958-001	VSX 8400 Presenter with Media Center and one 42-inch Plasma. VSX 8400 as in 7200-21962-001, Media Center/Plasma as in 2215-22632-001. Cart speakers included. English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$24,499	\$8,574.65	\$15,924.35	no			
7200-22959-001	VSX 8400 Presenter with Media Center and two 42-inch Plasmas. VSX 8400 as in 7200-21962-001, Media Center/Plasmas as in 2215-22622-001. Cart speakers included. English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$31,499	\$11,024.65	\$20,474.35	no			
7200-22961-001	VSX 8400 Presenter w/ Media Center and 1 32-inch LCD w/speakers. VSX 8400 as in 7200-21962-001, Media Center/LCDs as in 2215-22626-001. Cart speakers not included. English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$20,298	\$7,104.30	\$13,193.70	no			
7200-22962-001	VSX 8400 Presenter w/ Media Center and 2 32-inch LCDs w/speakers. VSX 8400 as in 7200-21962-001, Media Center/LCDs as in 2215-22634-001. Cart speakers not included. English remote. Order network modules sep COUNTRY CODE 54, NTSC	\$23,798	\$8,329.30	\$15,468.70	no			
7200-22963-001	VSX 8400 Presenter Voice Tracker w/ Media Center and 1 42-inch Plasma. VSX 8400 as in 7200-22740-001, Media Center/Plasma as in 2215-22632-001. Cart speakers included. English remote. Order network modules sep COUNTRY CODE 54, NTSC	\$25,499	\$8,924.65	\$16,574.35	no			
7200-22964-001	VSX 8400 Presenter Voice Tracker w/Media Center and 2 42-inch Plasmas. VSX 8400 as in 7200-22740-001, Media Center/Plasmas as in 2215-22622-001. Cart speakers included. English remote. Order netwk modules sep COUNTRY CODE 54, NTSC	\$32,499	\$11,374.65	\$21,124.35	no			
7200-22965-001	VSX 8400 Presenter Voice Tracker w/Media Center and 1 32-inch LCD w/speakers. VSX 8400 as in 7200-22740-001, Media Center/LCDs as in 2215-22626-001. Cart speakers not incl. English remote. Order netwk modules sep COUNTRY CODE 54, NTSC	\$21,298	\$7,454.30	\$13,843.70	no			
7200-22966-001	VSX 8800 Presenter MP with Media Center and one 42-inch Plasma. VSX 8800 as in 7200-22750-001, Media Center/Plasma as in 2215-22632-001. Cart speakers included. English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$28,499	\$9,974.65	\$18,524.35	no			
7200-22967-001	VSX 8800 Presenter MP with Media Center and two 42-inch Plasmas. VSX 8800 as in 7200-22750-001, Media Center/Plasmas as in 2215-22622-001. Cart speakers included. English remote. Order network modules separately COUNTRY CODE 54, NTSC	\$35,499	\$12,424.65	\$23,074.35	no			
7200-22968-001	VSX 8800 Presenter MP w/Media Center and 1 32-inch LCD w/speakers. VSX 8800 as in 7200-22750-001, Media Center/LCDs as in 2215-22626-001. Cart speakers not included. English remote. Order network modules sep COUNTRY CODE 54, NTSC	\$24,298	\$8,504.30	\$15,793.70	no			
7200-22969-001	VSX 8800 Presenter MP w/Media Center and 2 32-inch LCDs w/speakers. VSX 8800 as in 7200-22750-001, Media Center/LCDs as in 2215-22634-001. Cart speakers not included. English remote. Order network modules sep COUNTRY CODE 54, NTSC	\$27,798	\$9,729.30	\$18,068.70	no			
7200-22817-001	VSX 7000e IP, NTSC, with Media Center Cart and one 32-inch WXGA 16:9 LCD w/stereo audio. VSX 7000e as described in 7200-22540-001 and Media Center/LCD as described in 2215-22626-001. Cart stereo speakers not included. English Remote, Country Code 54.	\$15,298	\$5,354.30	\$9,943.70	no			
7200-22946-001	VSX 7000e with Media Center and two 32-inch LCDs w/speakers. VSX 7000e as in 7200-22540-001; Media Center/LCDs as in 2215-22634-001. Cart speakers not included. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$18,798	\$6,579.30	\$12,218.70	no			
7200-22947-001	VSX 7000e with LCD Wall Mount and one 32-inch LCD w/speakers. VSX 7000e as in 7200-22540-001; Wall Mount/LCD as in 2215-22635-001. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$12,849	\$4,497.15	\$8,351.85	no			
7200-22948-001	VSX 7000e with LCD Wall Mounts and two 32-inch LCDs w/speakers. VSX 7000e as in 7200-22540-001; Wall Mount/LCD as in 2215-22636-001. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$16,549	\$5,792.15	\$10,756.85	no			
7200-22949-001	VSX 7400e Presenter w/ Media Center and one 32-inch LCD w/speakers. VSX 7400e as in 7200-22730-001; Media Center/LCDs as in 2215-22626-001. Cart speakers not included. English Remote. Order network modules sep COUNTRY CODE 54, NTSC	\$17,297	\$6,053.95	\$11,243.05	no			
7200-22951-001	VSX 7400e Presenter w/ Media Center and two 32-inch LCDs w/speakers. VSX 7400e as in 7200-22730-001; Media Center/LCDs as in 2215-22634-001. Cart speakers not included. English Remote. Order network modules sep COUNTRY CODE 54, NTSC	\$20,797	\$7,278.95	\$13,518.05	no			

Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
7200-22952-001	VSX 7400e Presenter w/ LCD Wall Mount and one 32-inch LCD w/speakers. VSX 7400e as in 7200-22730-001; Wall Mount/LCD as in 2215-22635-001. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$14,848	\$5,196.80	\$9,651.20	no			
7200-22953-001	VSX 7400e Presenter with LCD Wall Mounts and two 32-inch LCDs w/speakers. VSX 7400e as in 7200-22730-001; Wall Mount/LCD as in 2215-22636-001. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$18,548	\$6,491.80	\$12,056.20	no			
7200-22954-001	VSX 7800e Presenter MP w/ Media Center and one 32-inch LCD w/speakers. VSX 7800e as in 7200-22560-001; Media Center/LCDs as in 2215-22626-001. Cart speakers not included. English Remote. Order network modules sep COUNTRY CODE 54, NTSC	\$20,296	\$7,103.60	\$13,192.40	no			
7200-22955-001	VSX 7800e Presenter MP w/ Media Center and two 32-inch LCDs w/speakers. VSX 7800e as in 7200-22560-001; Media Center/LCDs as in 2215-22634-001. Cart speakers not included. English Remote. Order network modules sep COUNTRY CODE 54, NTSC	\$23,796	\$8,328.60	\$15,467.40	no			
7200-22956-001	VSX 7800e Presenter MP with LCD Wall Mount and one 32-inch LCD w/speakers. VSX 7800e as in 7200-22560-001; Wall Mount/LCD as in 2215-22635-001. English Remote. Order network modules separately COUNTRY CODE 54, NTSC	\$17,847	\$6,246.45	\$11,600.55	no			
7200-22957-001	VSX 7800e Presenter MP with LCD Wall Mounts and two 32-inch LCDs w/speakers. VSX 7800e as in 7200-22560-001; Wall Mount/LCD as in 2215-22636-001. English Remote, 1 year std service, order network modules separately COUNTRY CODE 54, NTSC	\$21,547	\$7,541.45	\$14,005.55	no			

#### Microphones

#### Document Cameras

#### Desktop Solutions (Cameras and Software)

2200-24500-001	HDX 4002 Executive Desktop System, HD codec, 20" Widescreen Display, NA power cord, Included cables: VGA, DVI, 3.5 mm stereo, POTS, and LAN; Country codes 2 and 54	\$7,999	\$2,799.65	\$5,199.35	no			
2200-24560-001	HDX 4002 Executive Desktop System, HD codec, 20" Widescreen Display, NA power cord, Included cables: VGA, DVI, 3.5 mm stereo, POTS, and LAN; Country codes 2 and 54	\$9,999	\$3,499.65	\$6,499.35	no			
7200-24550-001	HDX 4001 XL package Executive Desktop System, includes: People+Content license, 20" Widescreen Display, NA power cord; Included cables: VGA, DVI, 3.5 mm stereo, POTS, and LAN; Country codes 2 and 54	\$9,999	\$3,499.65	\$6,499.35	no			
7200-24850-001	HDX 4002 XL package Executive Desktop System, includes: HD codec, People+Content license, 20" Widescreen Display, NA power cord, Included cables: VGA, DVI, 3.5 mm stereo, POTS, and LAN; Country codes 2 and 54	\$11,999	\$4,199.65	\$7,799.35	no			
2200-22800-001	VSX 3000 IP-only system, Includes: English Remote, North American power cords. NTSC	\$4,999	\$1,749.65	\$3,249.35	no			
2200-22950-001	VSX 3000 QBRI system, Includes English Remote, North American power cord. NTSC	\$6,499	\$2,274.65	\$4,224.35	no			
7200-25570-001	VSX 3400 IP-only system; Includes: People+Content IP software option,	\$5,499	\$1,924.65	\$3,574.35	no			
7200-25580-001	VSX 3400 QBRI system; Includes: People+Content IP software option,	\$6,999	\$2,449.65	\$4,549.35	no			
7200-25590-001	VSX 3800 IP-only system; Includes: People+Content IP and MPPlus Multipoint Software Options	\$7,499	\$2,624.65	\$4,874.35	no			
7200-25610-001	VSX 3800 QBRI system; Includes: People+Content IP and MPPlus Multipoint Software Options	\$8,999	\$3,149.65	\$5,849.35	no			
	Judicial Wall System with VSX 3000 IP-only system (NTSC)							

#### Overhead Projectors and Screen Displays

NP60	NEC DLP PROJECTOR 3000 LU XGA 1024X768	\$1,799.00	\$209.67	\$1,589.33	no			
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Part NMBR	Description	MSRP	Discount	Total Purchase Price	Mtce Required (Yes or No)	Year 1 maint.	Maintenance (Multi-Year)	Installation & Training
NP4001	NEC DLP PROJECTOR 4500 LU WXGA 1280X768	\$6,999.00	\$1,871.00	\$5,128	no			
NP60	NEC DLP PROJECTOR 3000 LU XGA 1024X768	\$1,799.00	\$209.67	\$1,589.33	no	n/a	n/a	n/a
NP4001	NEC DLP PROJECTOR 4500 LU WXGA 1280X768	\$6,999.00	\$1,871.00	\$5,128	no	n/a	n/a	n/a
320PX-BLACK	32" Samsung flat panel monitor	\$1,149.00	\$0.00	\$1,149.00	no	n/a	n/a	n/a
PPM42M7HB	42" Samsung flat panel monitor	\$1,819.00	\$0.00	\$1,819.00	no	n/a	n/a	n/a
PPM50M7HB	50" Samsung flat panel monitor	\$2,499.00	\$0.00	\$2,499.00	no	n/a	n/a	n/a

**PERIPHERALS**

**Audio, Video, Network and Camera Cables**

NT-4620	4 port NT-1	\$549	\$192.15	\$356.85	no	n/a	n/a	n/a
POL-20523-200	Quad BRI for VSX 7000	\$1,499	\$524.65	\$974.35	no	n/a	n/a	n/a
2215-23365-001	Quad BRI Module for HDX 9000 Series. Includes four 20ft/6m ISDN cables (with green connectors).	\$1,499	\$524.65	\$974.35	no	n/a	n/a	n/a
2215-26690-001	Quad BRI Module for HDX Series. Includes four ISDN 20ft/6m cables (with clear connectors) and HDX external peripheral interface box.	\$1,499.00	\$524.65	\$974.35	no	n/a	n/a	n/a

**Audio, Video, Network and Camera Power Supplies**

POL-23180-010	Cable, Eagle Eye camera cable	\$88.00	\$0.00	\$88.00				
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**Overhead Projector Replacement Parts (bulbs etc)**

NEC-VT77LP	NEC Replacement lamps	\$495.00	\$0.00	\$495.00	no			
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**Remote Controls**

POL-REMOTE-VIEW	Remote Control for Viewstation/VSX	\$99.00	\$0.00	\$99.00	no			
2201-52556-001	HDX remote control for use with HDX Series codecs	\$206.00	\$0.00	\$206.00	no			

**Department of Administration  
Division of Purchasing Request for Proposals for  
Video Teleconference Systems and Equipment**

**GENERAL INFORMATION**

**1.1 Scope of Purchase**

The purpose of this request is to purchase an MCU, traversal hardware, and management and scheduling software for installation on the State's core enterprise network as well as to establish a new statewide contract or contracts so State agencies as well as public entities and higher education users can obtain audio and video conferencing hardware, software and services, and in order to aggregate the State's buying power.

**1.2 Issuing Office & Submission of Questions**

This RFP is issued by the Division of Purchasing. The Division of Purchasing is the only contact for this RFP.

**Written questions and request for qualifications are to be submitted to:**

Anthony Opalka  
State of Idaho, Division of Purchasing  
PO Box 83720  
Boise, Idaho 83720-0075  
[Anthony.opalka@adm.idaho.gov](mailto:Anthony.opalka@adm.idaho.gov)

Verbal responses from the State are not binding upon the State. Written responses to questions will be amended to the RFP and shared with all other Proposers making offers to this proposal. Bidder's questions and the State's response will be incorporated into any resulting contract or contracts.

**1.3 Validity of Bid**

The terms, conditions and pricing contained in proposals submitted and received by the proposal due date must be valid for at least one hundred and twenty (120) calendar days after the proposal date of closing.

**1.4 Term of the Contract**

The initial term of any awarded contract will be three (3) years. Upon mutual agreement between the Division of Purchasing and the Contractor, the contract may be renewed for two (2) additional one (1) year terms. The total length of the contract shall not exceed five (5) years.

**1.5 Vendor Notifications**

Prior to the closing and opening of the solicitation, all vendor notifications will be released in sicomnet as amendments.

**1.6 Governance**

The Division of Purchasing will administer any awarded contract in cooperation with the office of the CIO. The office of the CIO generally will place all orders for the Enterprise operations of videoconferencing or for hardware required on the core network or for firewall traversal and will review all orders to purchase equipment placed by State agency Users. The office of the CIO and Agency Users will place equipment orders through the dedicated account representative assigned by the Contractor or through a Contractor supplied WEB portal. Public Entities higher education



and K12 users, separately, will place orders using their own internal approval processes and ordering procedures.

## 2.0 SCHEDULE OF EVENTS

### Anticipated Procurement Schedule

Date of Solicitation	Date Posted to Sicomm.net
Deadline to Receive Written Questions on Specifications:	May 30, 2008
Anticipated Release of Amendment Answering Questions:	June 6, 2008
RFP Closing Date and Time:	June 23, 2008 5:00 pm (local)
RFP Opening Date and Time:	June 24, 2008 10:30 am (local)

## 3.0 DEFINITIONS

**Bidder:** A vendor who has submitted a proposal or quotation on specific property.

**Contract:** The agreement between the Contractor and the State. Contract shall be comprised of the Proposer's bid or proposal in its entirety, the RFP document and all attachments either written or electronic, and the terms and conditions set forth in the RFP within sicomm.net (stated and referenced).

**Contractor:** The Vendor to whom the State awards a Contract or Contracts for this purchase.

**DPW:** Division of Public Works

**Evaluated:** A requirement/specification that will receive evaluation points that will be used in determining the award(s).

**ITB:** Means an Invitation to Bid all documents, whether attached or incorporated by reference, utilized for soliciting formal sealed proposals.

**ITRMC:** Information Technology Resource Management Council. ITRMC reviews and evaluates the information technology and telecommunications systems presently in use by State agencies, recommends and establishes statewide policies, and prepares statewide short and long-range information technology and telecommunications plans. For the purposes of this contract ITRMC Enterprise Standard S3130 applies and proposals must adhere to all protocols adopted by the International Telecommunication Union's (ITU) Telecommunication Standardization Sector (ITU-T) for established standards for video conferencing systems.

**Mandatory:** Where a specification states that compliance is mandatory, non-compliance will result in immediate disqualification and no further evaluation of the proposal will occur. The State reserves the right to determine whether the proposal meets the specification stated within this solicitation.

**State Agency User(s):** User(s) from all departments and institutions of state government referenced in Idaho Code § 67-5747(a)(i), including but not limited to departments, agencies,

commissions, councils and boards, which may purchase hardware or software services under this ITB and any awarded contract.

**MCU:** Multipoint control unit (Bridge) a device for audio and videoconferencing that connects two or more audio-visual endpoints together into a single video or audio conference call.

**Must, Shall, Will:** Where the words “must”, “shall”, or “will” occurs, the words declare a mandatory requirement or specification upon the proposer. Failure to meet the mandatory requirement or specifications will deem the proposal non-responsive.

**PBFAC:** Permanent Building Fund Advisory Council.

**Property:** Goods, services, parts, supplies and equipment, both tangible and intangible, including, but nonexclusively, designs, plans, programs, systems, techniques and any rights and interests in such property. This term also includes concession services and rights to access or use state property or facilities for business purposes.

**Public Agency:** Has the meaning set forth in Idaho Code §67-2327. The term generally refers to any political subdivision of the state of Idaho, including, but not limited to counties; cities; school districts; highway districts; and port authorities; instrumentalities of counties, cities or any political subdivision created under the laws of the state of Idaho.

**Responsible Bidder:** A bidder who has the capability in all respects to perform fully the contract requirements, and the experience, integrity, perseverance, reliability, capacity, facilities, equipment, and credit which will assure good faith performance.

**Responsive Bidder:** A bidder that has submitted a timely bid or offer that conforms in all material respects with the submission and format requirements of the ITB, and has not qualified or conditioned their bid or offer.

**RFP:** Request For Proposal

**Sicomm.net or sicomm:** State’s internet bid source provider [www.sicomm.net](http://www.sicomm.net) .

**State:** State of Idaho government.

## **4.0 METHOD OF EVALUATION AND AWARD**

### **4.1 The Process**

Upon opening the Division of Purchasing will inspect the bid for the following:

- That the bid was timely per the published closing date and time;
- That the bid includes a signed State of Idaho Signature page (attached in sicomm);
- That the bid has not been qualified by the bidder, meaning that the bidder has not conditioned their bid based upon the State accepting terms or conditions established by the bidder;
- That the cost proposal is present and sealed separately from the technical proposal;
- That the bid contains all required information;
- Other unforeseen conditions that might deem the bid non-responsive upon opening.

Purchasing will forward all responsive technical proposals to an evaluation team for evaluation. The team will be comprised of State employees. This team will evaluate and score all technical requirements and vendor's responses. Vendor's equipment schedules must include all manufacturers pricing, Proposers' percentage discount and all costs for purchasing, installing, training and maintenance. Proposers should also indicate on the attached equipment schedule what listed items will require a maintenance agreement. Pricing will be evaluated and scored after the technical evaluations have been completed.

#### **4.2 Evaluation Codes**

Each evaluated specification or requirement has an assigned code. The codes and their meanings are as follows:

**(M) - Mandatory Requirement. The bidder shall meet this requirement.** Within their proposal, Proposers are to detail how they meet the specification. The determination as to if the bidder meets the specification rest solely with the State. If the State determines that a bidder does not meet a mandatory requirement as specified, the bid shall be deemed non-responsive, and no further evaluation will occur. A letter of determination of non-responsiveness will be issued by the Division of Purchasing to the bidder, and the bidder shall be removed from further consideration. A bidder who has been deemed non-responsive does have certain appeal rights per State Statute 67-5733.

**(E) - Evaluated.** Proposers are expected to provide a comprehensive written response to the specifications. Points will be awarded based on the degree to which the Bidder meets the requirement. A Bidder not responding to an evaluated specification will receive zero points for that specification.

#### **4.3 CONSIDERATION and EVALUATION OF PROPOSALS**

The State reserves the right to reject any or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, in its sole discretion.

Proposers will be evaluated on the basis of written proposals. The rating system as outlined below will be used in evaluation.

- 1) To receive consideration, each proposer must submit a written proposal in accordance with the criteria previously discussed. Proposals must be submitted to the Division of Purchasing by the deadline listed on the solicitation.
- 2) All proposals will be evaluated by a Selection Committee. If necessary the committee may select proposers to be invited for a formal interview.
- 3) If required, each interview will be approximately one hour in length. The proposer will be allowed up to 25-minute for a presentation, followed by a question and answer session. The format and content of the proposer's presentation will be left to the discretion of the proposer.

- 4) The Selection Committee will base its evaluation on the written proposal and the formal interview if conducted. The rating form used by the Selection Committee consists of a list of evaluation criteria that are weighted according to the criteria's overall importance to the success of this RFP and contract. Each criterion is point factored so that the committee member can base their response to the proposal or interview in a range of one (1) to ten (10). Where one (1) is poor and ten (10) is superior. Maximum points for each section is broken down below

Evaluation Criteria	Points Possible
Mandatory Requirements	Pass/Fail
<b>5.1 Operations</b>	
Technical:	
<b>5.2 Proposers Qualifications</b>	500
<b>5.3 Ordering Support and Training</b>	500
Cost:	
Attached Price sheet	1000
<b>TOTAL</b>	<b>2000</b>

#### 4.4 TECHNICAL EVALUATION AND SCORING

Proposals are evaluated using a point method of award with predetermined criteria for each ME and E items identified in Section 5. Each proposal will first be evaluated against the mandatory proposal requirements. Proposals that fail to comply with the mandatory requirements will be rejected and receive no further consideration.

A detailed scoring evaluation will be conducted for those proposals that have passed the initial mandatory evaluation. The scoring evaluation will be accomplished in a consistent, uniform manner for all proposals. Members of the team will score each proposal according to the pre-established evaluation criteria and weights for relative importance.

#### 4.5 COST PROPOSAL EVALUATION

The Proposer with the lowest cost will receive 1000 points. All other Cost Proposals will receive a portion of the 1000 available cost points, calculated as follows:

The lowest cost will be divided by the next lowest cost, and then multiplied by the total number of available points (1000):

		<u>Proposer A</u>	<u>Proposer B</u>
EXAMPLE:	Proposed	\$45,000	\$50,000

Proposer A would receive 1000 points for being the lowest cost proposal.

$$\$45,000 / \$45,000 = 1.0 \times 1000 = 1000.$$

Proposer B would receive 900 points in accordance to the formula:

$$\$45,000 / \$50,000 = 0.9 \times 1000 = 900$$

#### 4.4 Contract Award

The State may, at its sole option, award multiple contracts. Award will be made to the lowest responsive and responsible bidder or Proposers whose proposals receive highest score based on the criteria outlined in this section. This RFP and Proposer's responses will be incorporated into any awarded contract or contracts. All responsive Proposers will be notified in writing of the award decisions.

## 5.0 TECHNICAL SPECIFICATIONS

**Introduction:** the Department of Administration issues this Request for Proposals (RFP) for a video and audio conference MCU with associated peripherals that include; an MCU with concurrent video and audio ports or licensing, firewall traversal hardware and end-point registration hardware, as well as scheduling and management software. In addition we are seeking endpoints for the STATE OF IDAHO and other PUBLIC AGENCIES as described in Idaho Code (IC)§ 67-2327.

It is the intention of the Department of Administration that multiple contracts may be awarded for the video conference equipment specified in this RFP to the lowest responsible bidder or Proposers. This contract will be mandatory for all State agencies of Idaho State government seeking to purchase any item included in a resulting contract or contracts, except as provided for in IC § 67-5747 or for products not included on the resulting contract or not manufactured by the contracted vendor or vendors .

### 5.1 Operations (M)

**Enterprise Operations (Item 001):** The Division of Public Work (DPW) in collaboration with the office of the CIO is coordinating a State enterprise level installation of an audio-video conference MCU. The DPW project with approval from the Permanent Building Find Advisory Council and with assistance from the office of the CIO is seeking to purchase a Tandberg MSE-8000 and Tandberg Management Suite software along with all the ports, licenses, and other peripherals listed in the attached technical specifications and technical drawing (Attachment A and B). For the purposes of this proposal the Enterprise video solution will include the Tandberg hardware and software items listed on the Enterprise tab

of the Equipment Schedule attachment (C) as well as the Optional or Expansion items listed on the same tab. Proposers will also be required to meet all the technical requirements as outlined in the technical specifications in the Project document attachment (A) and supported by the Block Diagram attachment (B) representing the State's technical requirement and the intended placement of the State MCU and traversal hardware in the State's core enterprise network architecture.

Proposers making an offer on the Enterprise solution should fill in all the appropriate requested information for the specific hardware and software items identified in the Equipment Schedule (attachment C) for the Enterprise Solutions tab.

**Agency Operations (Item 002):** For the purposes of this proposal all video conferencing hardware requiring access to the State MCU or traversal through the State or an Agency firewall must meet all ITU-T standards applying to video conferencing. All hardware in a Proposers offering must be compatible with the Enterprise MCU, Gatekeeper and Border Controller hardware and must be compliant with **ALL** ITU-T standards that apply to video conferencing. Agency solutions will consist of video conferencing endpoint hardware and software that would include but not necessarily be limited to:

- Cameras- both high and standard definition
- remote control(s)
- codec hardware or software
- fixed and portable display units including portable unit carts and hardware (Proposers should include all TV, Plasma, flat panel, and LCD display options)
- microphones
- power supplies
- desktop software and eyeball cameras
- audio, video, network and camera cables
- VCR/DVD document cameras
- overheard projectors and display screens (and spare parts for)

Proposers should include all hardware, systems, associated peripherals and software that could be used in conference room, board room or in education, telemedicine and telepresence environments. Proposers making an offer for Agency solutions should fill in all the appropriate information in the Equipment Schedule (attachment D) for the Agency Solutions tab. Proposers should insert as many rows as necessary to include their offered manufacturer or manufacturer's catalog of products as outlined above. Submit a separate completed price schedule (Attch. D) for each manufacturer solution proposed.

## 5.2 Bidder Qualifications (E)

- The State may investigate, as it deems necessary, Proposers financial or technical ability to perform the services specified in this RFP. The State reserves the right to reject any proposals that fail to satisfy the State of each proposer's ability to carry out the obligations of the Contract. Proposers should include in their response their Company history and the length and nature of their relationship with the manufacturer's whose product or products they are bidding.

- Provide a reference list of at least one (1) similar contract, within the continental United States for the services outlined in the RFP. Similar contract or contracts with other States are preferable. Regardless, any reference needs to be for similar services, of a similar size and with similar requirements. Include the date of start-up and the name and telephone number for each reference to be contacted. As part of the investigation of your company, State personnel will call, and may possibly make visits to the customers whose names you furnish.

### **5.3 Ordering, Support and Training (E)**

- Provide the State with typical ordering procedures for proposed services. In addition indicate if a WEB portal for ordering equipment can be made available for the State to order contract hardware and services. Provide in your response detailed information for any electronic, software or on-line WEB access tools your company may have for ordering, reporting trouble or to arrange for Administrator or end user training.
- Proposers must submit typical order schedules for turn-around time for equipment delivery.
- Proposers must describe what contracted maintenance would include such as but not limited to: trouble ticket response time, software upgrades, diagnostic tools and replacement parts.
- Include the names of sales representatives, technical, training and relevant support staff or team that would be assigned to this contract. Qualification information for the sales representative, technical, training and support team must include name, phone number, and fax numbers, e-mail addresses, mailing addresses and years of experience and all relevant education and technical certifications.
- Submit information regarding the training resources that would be committed to this contract for both system Administrators as well as end-users. Please include typical training materials that would be made available for systems Administrator's and end-users.

### **LIST OF ATTACHMENTS:**

**Attachment "A" – 001 - Enterprise System Specifications**

**Attachment "B" – 001 - Enterprise System Drawings**

**Attachment "C" – 001 - Enterprise Price Schedule**

**Attachment "D" – 002 - Agency Endpoint solutions Price Schedule**